



CASE STUDY:

One Stop Shop for Comprehensive Veeva Vault Project Support

The Challenge

A global biopharmaceutical company had been using several Veeva Vault solutions for their R&D system including eTMF, Submissions, QualityDocs, QMS, and PromoMats. However, the system had not been updated since 2016 and was no longer effective at supporting complex document approval processes. The organization had also gone through frequent changes that resulted in shifting roles and responsibilities of multiple business owners. These changes led to the formation of silos of information about how the system was being used and evolving requirements. It also created barriers to knowledge transfer and sharing of best practices.

Constant organizational change, a growing need for clarity around the organization's system strategy, and emerging requirements to support highly complex document review and approval processes motivated the company to contact Conexus Solutions, Inc. to help them align their people, processes, and technology for improved performance.



The Solution

Conexus designed a comprehensive approach that began with an assessment of the organization's requirements and the potential impact the system update would have on current business processes. Based on this assessment, the Conexus team developed a thorough strategy that aligned with the client's schedule and addressed implementation, configuration, data migration, validation, deployment, user training, and ongoing support for the production system.

Conexus collaborated with Veeva and the client to ensure that enhancements and configuration changes were clearly communicated and widely understood. To reinforce organizational understanding and minimize the change management impact, the Conexus team provided multiple training programs and product demonstrations to business owners, highlighting new and relevant functionality. A focus on frequent and concise communications combined with training helped the organization embrace procedural changes and understand how their business operations would change.

Conexus also provided detailed configuration, validation, and migration support to ensure the success of the project. This integrated approach helped the team move the client into production more efficiently.

The Result

Working with Conexus, the client was able to complete their project, implement the system update, and take advantage of new features available to them in the update. The Conexus team's broad knowledge of Veeva Vault, industry best practices, and compliance requirements enabled "one-stop shopping" for all the client's Veeva Vault needs.



Through their ongoing support of the system, Conexus has been able to address 60% of the client's backlogged Veeva projects.

The Conexus team was ultimately trusted to provide support and stand-by services throughout the duration of a Health Authority audit inspection.

This holistic approach combined with industry-leading system and process expertise offers life sciences teams a single source for trusted guidance and reliable support for Veeva solutions and the underlying processes that support them.

Using the Conexus Case Management solution, the team has been able to reduce manual email exchanges, and automate and streamline request management, improving the overall quality of support.

The team behind your team.

Conexus provides end-to-end services and systems that let you outsource your commercial operations with confidence. We are purpose-built for small and mid-size pharmaceutical and life sciences companies, giving you solutions that are both best-in-class and cost-effective.

Our work is backed by decades of experience building and managing compliant commercial operations in the pharmaceutical and life sciences market.



The team behind your team.



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